Parks and Recreation

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target

Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down - actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Develop and provide a rich array of cultural, recreational and educational programs					
🟢	⬇	Total Programs per Month	63	50	13
🟢	⬆	Total Program Participants	7014	6100	914
🔴	⬇	Total Program unique Participants	509	570	61
🟢	⬆	Total Program Revenue/Month	$159,674	$154,500	$5,174
2. Maintain parks and recreation land and facilities					
🟢	⬆	Grounds Maintenance Work Orders Completed	22	15	7
🔴	⬆	% of routine maintenance workorders completed on schedule	79	95	16
🟡	⬆	% of grounds maintenance requests completed within 5 days	91	95	4
3. Ensure a sustainable and community forest for the future of Newton					
🟢	⬆	Forestry Service Requests Received	75	80	5
🟢	⬇	Forestry Service Requests Completed/ Closed	58	40	18
🟢	⬇	Tree Maintenance Requests Backlog - Tree Prune/ Tree Remove	545	582	37
🔴	⬆	% of Tree Maintenance requests inspected within 3 days	63	95	32
🟢	⬆	% of Down tree, limb, or hanger requests inspected within 24 hours	97	95	2
🟢	⬆	% of Tree Related Emergencies inspected and made safe within 3 hours	100	100	0

Notes